PERFORMANCE MANAGEMENT DESIGNER

Purpose:

To actively support and uphold the City's stated mission and values. Develop system-wide organization development / performance interventions and performance improvement strategies for departments and workgroups. Design, develop, implement, facilitate and evaluate learning programs.

Supervision Received and Exercised:

Receives general direction from the Learning and Organizational Development Administrator or from other supervisory or management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Administers system-wide and department-specific diagnostic analysis and performance needs assessments including problem definition, root performance deficits, gaps / cause(s) and determine solutions.

- Designs and implements performance improvement interventions at the organizational level, process level and job/performer level.

- Evaluates the impact of performance improvement efforts to demonstrate results and contributions to organizational success by integrating ROI (return on investment) calculations into projects.

- Researches and recommends feasible, affordable and timely training options including alternative delivery and reinforcement strategies.

- Designs curriculum for in-house, system-wide programs that enhance continuous improvement and professional growth.

- Designs, develops and facilitates in-house programs on management development issues (succession management, leadership, skill alignment, accountability, etc.).

- Consults with employees regarding career, education, professional development.

- Establishes and maintains an internal collaborative relationship with TLC Board members and other internal stakeholders.

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of responsible experience as a curriculum designer versed in leadership /professional development programs and organizational development. Must have experience with adult learning theory, performance analysis, needs assessment, development of performance improvement interventions and evaluation approaches and processes. Must possess strong presentation and facilitation skills.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in education, public administration or related field.

A Master's degree or equivalent experience preferred. Experience utilizing automated learning management systems, project management software, traditional and distance learning technologies are also preferred.

Licenses/Certifications:

Successful completion of Alternative Dispute Resolution (ADR) certification training for mediator skills from a recognized dispute resolution service (such as the American Arbitration Association) and certification in temperament, personality, and/or work style instruments are desirable.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2650

FLSA: Exempt